



City of Kingman, Arizona

Classification: Communications Specialist
Department: Fire
Accountable To: Communications Administrator
Created/Revised Date: June 2015
FLSA Status: Non-Exempt **Salary Grade:** 209 **Band:** B **EEO4:** 6

GENERAL DESCRIPTION OF POSITION

Actively supports and upholds the Kingman 911 Center's mission and values. The primary function of an employee in this class is to answer emergency and non-emergency calls for law enforcement, fire, emergency medical services, and other city services. Employees of this class are responsible for simultaneous operations and prompt, efficient and accurate receiving, dispatching and processing of calls. The employee disseminates critical information from and to multiple sources/resources within acceptable timeframes. Work is performed in accordance with departmental regulations and protocol and works in conjunction with Communications Crew Leader. Requires the use of considerable independent judgment and the ability to think quickly and make sound decisions in emergencies, eliciting the utmost care and attention to detail to also ensure the safety of the responding units and personnel. Works in a 24/7 operational environment and is subject to call in/call back to support the operational needs of the department.

SUPERVISION RECEIVED

Work is performed independently under the direction of the Communications Crew Leader and the supervision of the Communications Administrator.

SUPERVISION EXERCISED

Provides instruction, training, direction and evaluation to new employees of this class as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Provides excellent and proficient customer service to both internal and external customers. Maintains regular attendance and punctuality.
- Accurately operates, answers, evaluates, and prioritizes multi-line telephone devices in the 911 Center including 911, administrative and business lines, TDD, and general public inquiries. Utilizes headset gear and/or a handheld instrument.
- Operates a computer terminal accessing CAD, ACJIS and other software programs. Retrieves information from various computerized resources to respond to queries and answer questions.
- Accurately dispatches, via radio and telephone, law enforcement, neighborhood services, fire and EMS units to respond to emergency and non-emergency incidents reported by members of the public; prioritizes call waiting to be dispatched.
- Utilizes CAD map and other mapping sources to correctly identify geographic location of callers as is indicated or needed to respond appropriately to requests for service.
- Utilizes multiple radio frequencies and telephone to orally communicate clear, concise information for response by field units including law enforcement, fire, emergency medical services and neighborhood services. Coordinates initial and on-going information with field units for all services. Enters calls initiated by field units into CAD in order to maintain a record of officers' locations and activities and monitor the subsequent actions of officers. Tracks and maintains location and status of all field units.

- Monitors and operates several complex public safety radio systems that use application software specifically designed for dispatching public safety resources, including computer radio interface console, computer telephone interface console, computer-aided dispatch system, and global information system (GIS) mapping system.
- Answers, evaluates and prioritizes incoming administrative line telephone calls and 911 emergency line calls, communicates effectively with callers obtaining complete and accurate information to determine the need(s) of the caller. Evaluates incoming phone calls within the first few seconds of conversation as to whether it is an emergency or non-emergency.
- Determines the number of units, and which units, to dispatch and other necessary emergency and non-emergency equipment and personnel to aid responding units in the field or the general public in emergency and non-emergency situations.
- Enters calls for service into CAD system in order to dispatch appropriate responses to emergency and non-emergency incidents reported by members of the public.
- Completes proper transfers or connections for incoming, outgoing and inter-office calls. Sends, routes, relays or refers callers or messages to the appropriate division or employee.
- Retrieves from and/or enters information into the NCIC, ACJIS and other local, state and national computer files; confirms validity and status of information for other agencies. Evaluates returned information for proper dissemination and further action to requesting units. Assists Systems Security Officer with validations and audit procedures for the Arizona Criminal Justice Information System.
- Utilizes the APCO EMD (Emergency Medical Dispatching) system to provide specific information and instruction to callers and units responding to medical emergencies.
- Monitors a variety of communications equipment (radio, telephone, CAD) to ensure proper function. Assists in troubleshooting as required and reports failures or problems with any system. Tests equipment as needed.
- As assigned to Communications Training Officer (CTO), provides on-the-job training and direction to new employees. Directs, instructs, trains, oversees and performs daily verbal and written evaluations to document the progress of the incumbent's gaining of knowledge, skills and abilities to perform as a Communications Specialist (i.e., dispatching methods and techniques, city and department policies and procedures, and dispatch equipment operation and use). Participates in conferences with Communications Administrator and Communications Crew Leader to discuss progress of incumbent trainee.
- Enters a variety of data related to warrants, citations, tickets, and/or information received from callers into a database.
- Makes sound decisions and quickly reacts positively under stressful conditions which typically entail the life or well-being of a citizen or public safety member who is in danger.
- Maintains confidentiality of work-related information
- Maintains all required records and reports in a correct and timely manner.
- Works in a safe manner and reports unsafe activity and conditions.
- Works 12 hour, rotating shifts in support of a 24/7 Communications Center. Will be required to work early mornings, evenings, nights, weekends and holidays as necessitated to assigned shift rotation and schedule.
- This position is subject to overtime and emergency recall during non-working hours due to staff shortage and/or operational needs.

PERIPHERAL DUTIES

- Attends and participates in meetings, trainings, and community events as a representative of the department as assigned.
- May provide testimony in court.
- Performs other duties as related or assigned.

WORK CONTACTS

- Regular and frequent contact with other public safety agencies, city departments and the general public when performing daily activities. .
- Contacts frequently cover material that is confidential, sensitive or urgent.
- Contacts require extreme tact, professional courtesy and mature judgment and ability to respond professionally and competently in critical and high stress response situations.

DESIRED MINIMUM QUALIFICATIONS:

Education and experience:

- Graduation from High School or equivalent.
- Experience performing work with multiple priorities and multi-tasking, in a fast paced working environment.
- Experience working with the public, responding to inquiries and providing information.
- Computer experience with use of Microsoft Windows preferred.
- Minimum typing speed of 45 wpm accurately.
- OR any equivalent combination of education, experience, and training which provides the knowledge, skills and abilities necessary to perform the work.

Necessary Knowledge, Skills and Abilities:

Knowledge and familiarity with Microsoft Windows workstation environments; knowledge of database entry and use of database to retrieve information; knowledge and familiarity of local city and surrounding Mohave County geography and street locations.

Skill in operating and/or ability to operate radio transmitting equipment, multiple phone lines, and specialized dispatch communications equipment, computer and related software in a fast and efficient manner; and at time under stress;

Ability to:

- Communicate clearly, concisely and effectively both orally and in writing;
- Operate a computer system via competent keyboarding and mouse skills utilizing various software programs to access and enter data;
- Memorize, retain and accurately recall information regarding geographical locations, city and county departmental functions, phone or extension numbers and other agency or group location and role for referral purposes;
- Demonstrated ability to establish positive rapport with callers, communicating tactfully and courteously while maintaining emotional control and speaking in a clear and well-modulated tone of voice;
- Promptly discern need of caller by accurately interpreting telephone voice communications and appropriately translating requests to computer or transferring or routing call to correct office, division or extension;
- Build and maintain excellent working relationships with customers, users and team members;
- Multi-task, organize, prioritize and adapt to constantly changing situations while taking appropriate action;
- Must recognize and accept the expectation of ethical and law abiding behavior in both professional and personal life, as an example to the public you serve;
- Evaluate incoming phone calls within the first few seconds of conversation as to whether it is an emergency or non-emergency, and determine the priority;
- Follow departmental guidelines and procedures relating to response to emergency and non-emergency situations;
- Exercise good judgment in the handling and prioritizing of calls;
- Deal effectively with upset individuals in obtaining necessary information;
- Cope with emotionally tense situations;
- Remain calm and make logical decisions when in high stress situations;
- Maintain confidentiality of information processed or prepared;
- Retrieve and verify information from computerized records;
- Perform a wide variety of duties and responsibilities with accuracy and speed under stress and the pressure of time-sensitive deadlines;
- Maintain regular attendance and recognize attendance as an essential function of this job to ensure continuity;
- Willingness to work shifts to include rotating, 12 hour shifts that include the working of early mornings, evenings, nights, weekends, holidays and overtime as scheduled and as necessary.

SPECIAL REQUIREMENTS

- Must possess a valid Arizona driver's license.
- Obtain and maintain the Terminal Operator Certification level A by the Department of Public Safety within six (6) months of hire or promotion date.
- Ability to pass an extensive background investigation, including fingerprinting and polygraph test.

WORK ENVIRONMENT

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See Physical Demands.

Expected Behavior/Quality of Services:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES:

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF:

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature:_____

Date:_____

Employee Printed Name:_____